

District First Mobile Application:

How to Check Benefits

Procedure

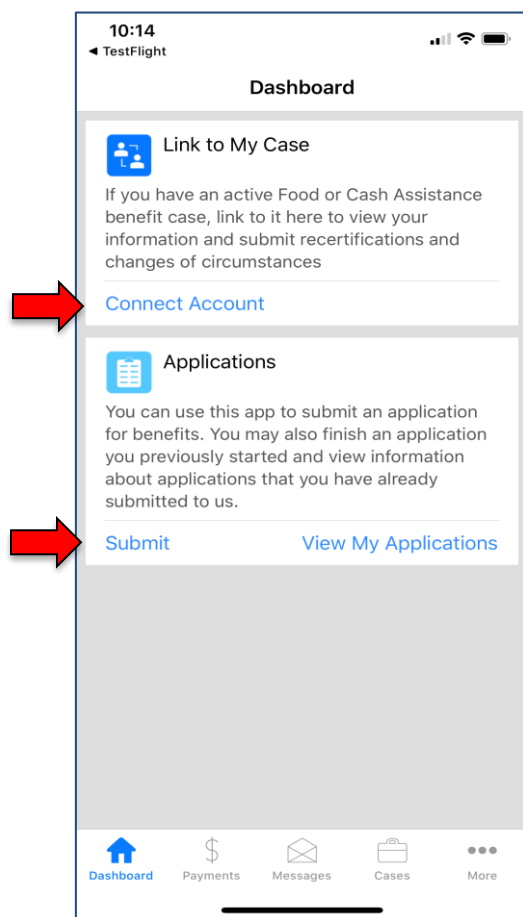
How to Check Benefits in the District First Mobile App

Overview: Follow the steps below to successfully check benefits in the District First Mobile App

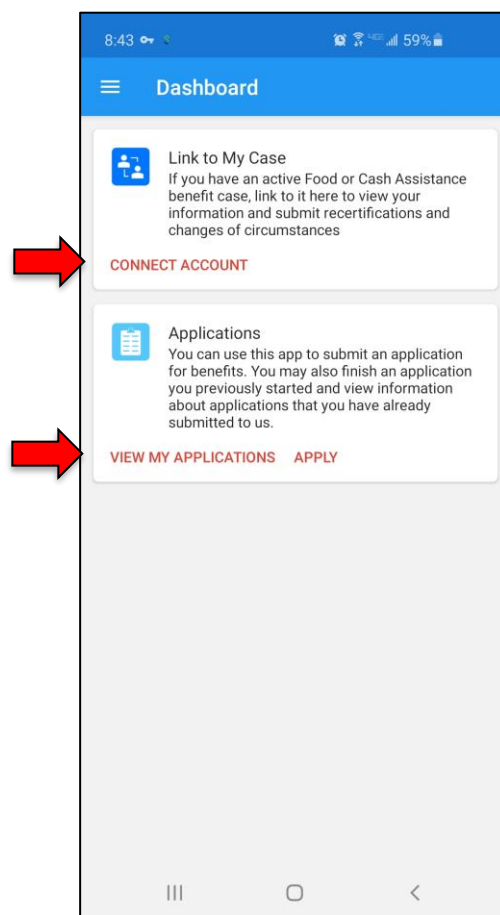
Step-by-Step:

- 1 User clicks “**Connect Account**” to link their District First account to their identify, if user have an existing benefit application prior to the District First Mobile App.
 - a. User can click “**Submit**” to submit a new benefit application, if user does not have an existing benefit application prior to the District First Mobile App.

[iPhone]



[Android]



- 2 User will be prompted to complete a search criterion on the **Connect Account** screen.
 - a. The search criteria include:
 - i. First Name
 - ii. Last Name
 - iii. Date of Birth
 - iv. Social Security or Person ID [Person ID is a unique person identification number that can be found on all notices sent to the pre-existing user]

[iPhone]

10:14
TestFlight
Cancel Connect Account Submit

Enter information for the Head of Household for
SNAP or Cash Assistance case.

First name

Last name

Date of Birth

Select SSN or Person ID >

Enter SSN or Person ID

[Android]

8:43
Connect Account SUBMIT

Enter information for the Head of Household for
SNAP or Cash Assistance case.

First name*

Last name*

Date of Birth*

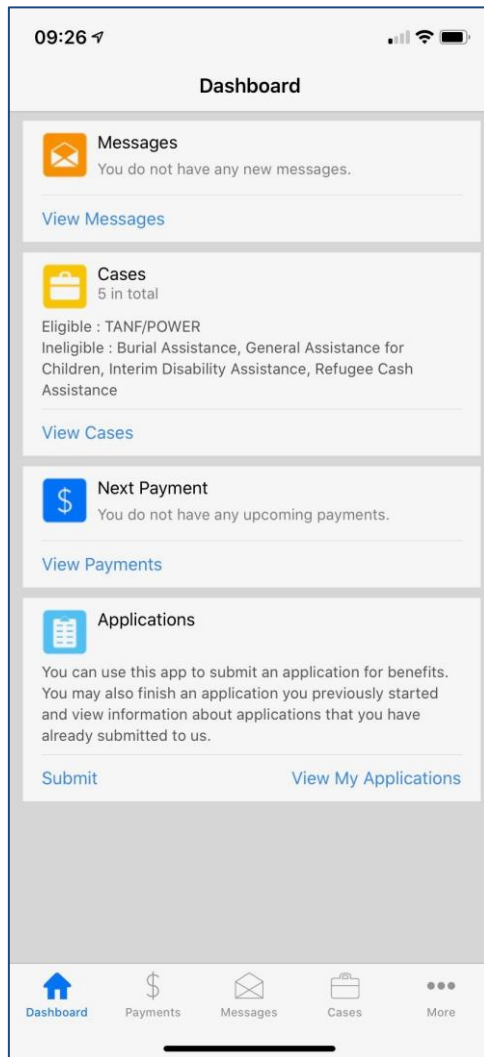
Select SSN or Person ID*

Enter SSN or Person ID*

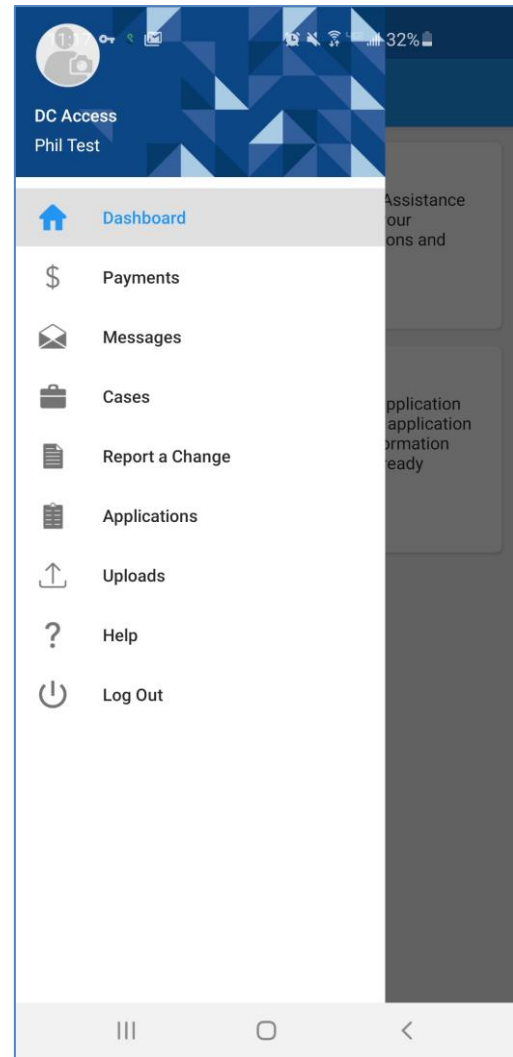
* indicates required field.

- 3 Once complete, user will gain access to the connected dashboard.

[iPhone]

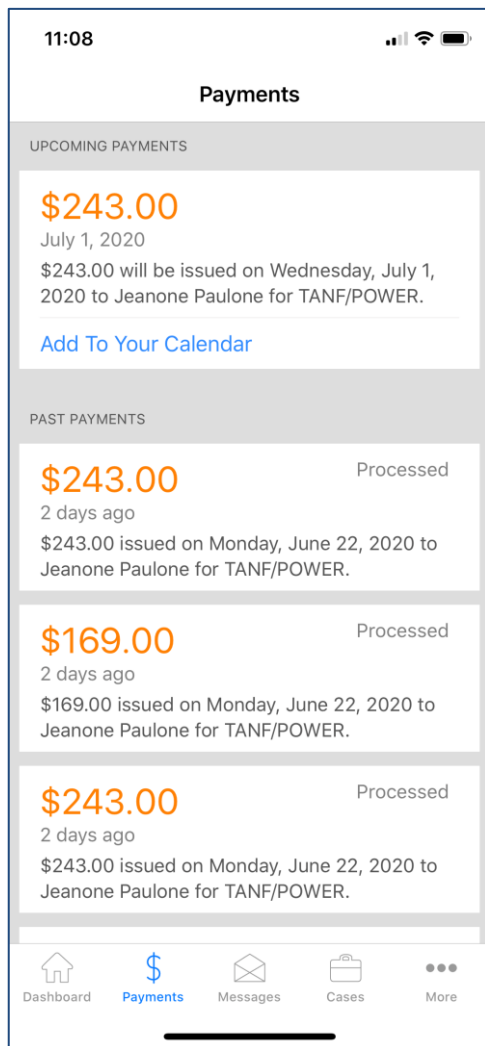


[Android]

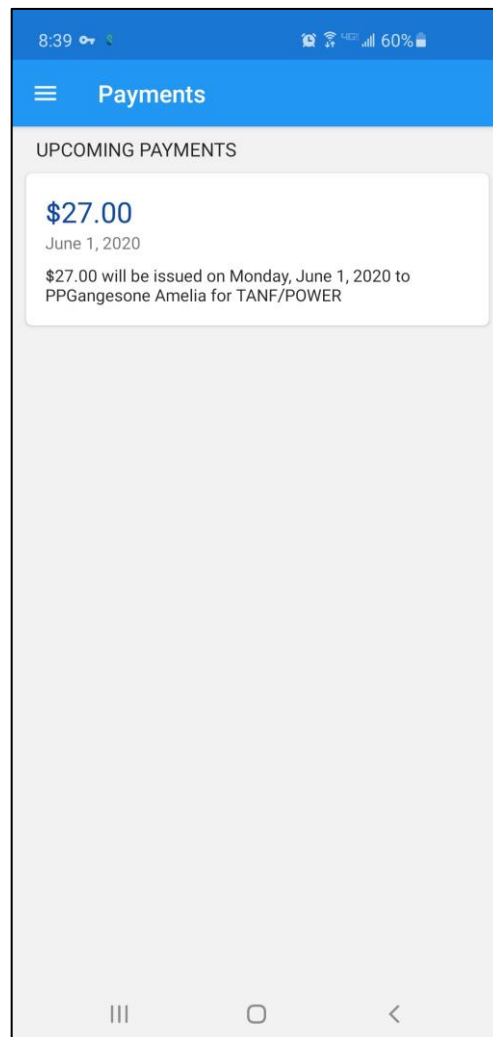


- 4 User can access upcoming and past payments on the **Payment** Dashboard.

[iPhone]

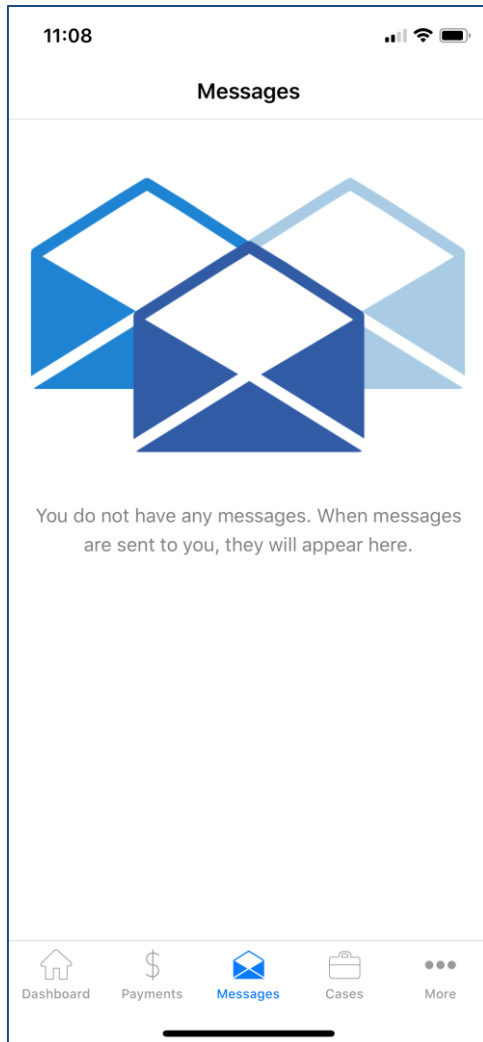


[Android]

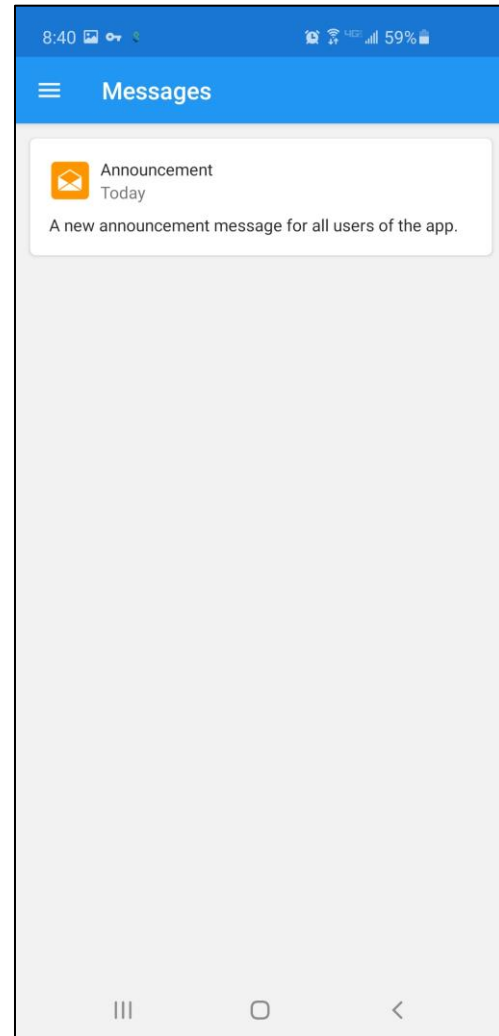


- 5 User can access push notifications on the **Messages** dashboard.

[iPhone]

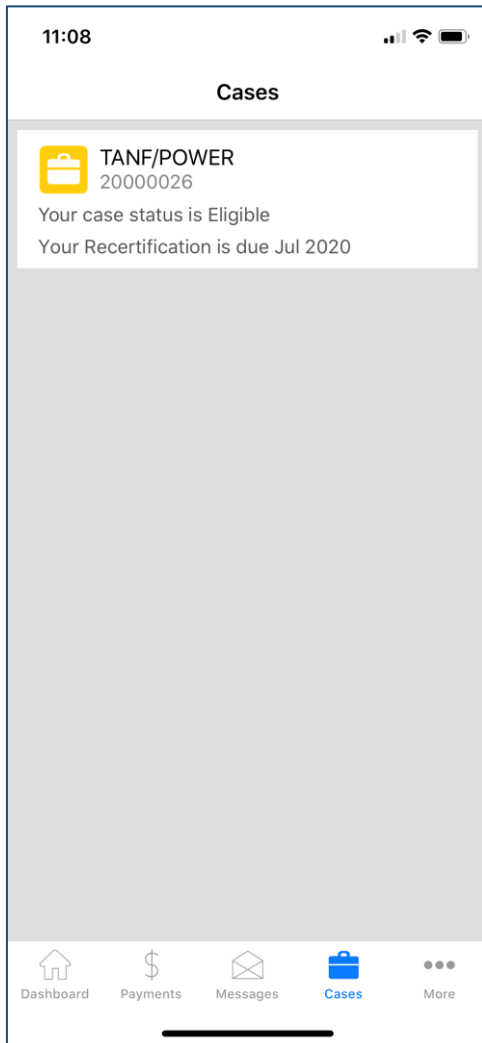


[Android]

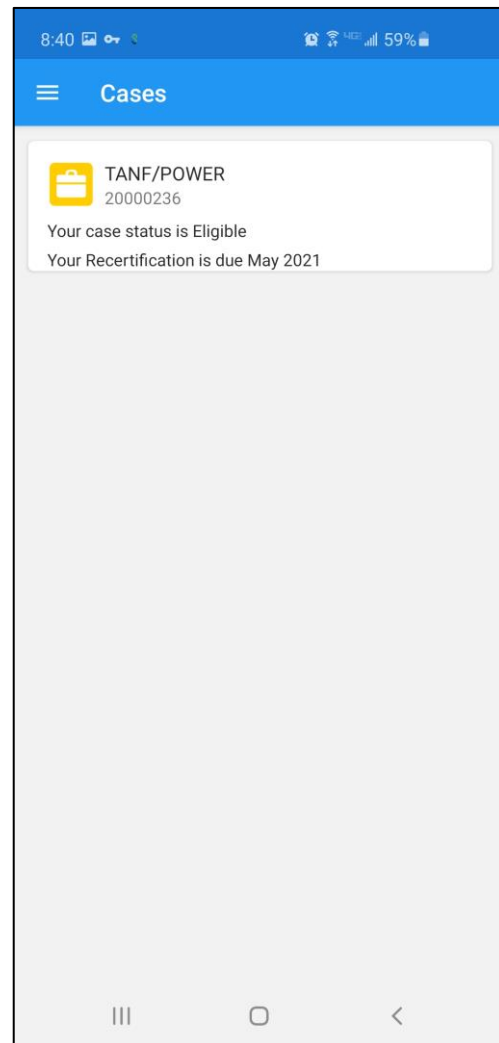


- 6 User can view the status and recertification period of cases on the **Cases** dashboard.

[iPhone]

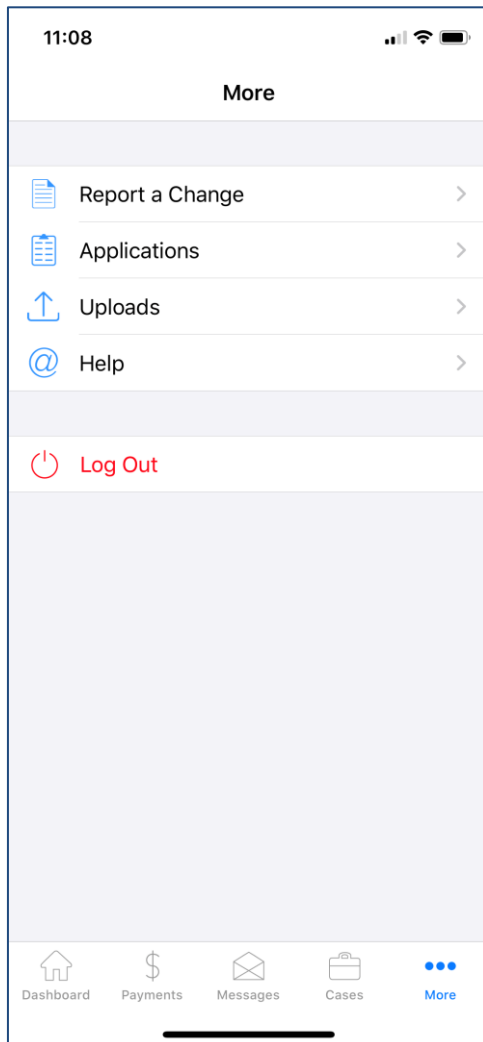


[Android]



- 7 User can report a change, submit applications, upload documents and access help on the **More Options** dashboard.

[iPhone]



[Android]

